

EMS Total (Turnout + Travel) Time Defect Rate Louisville Fire Department

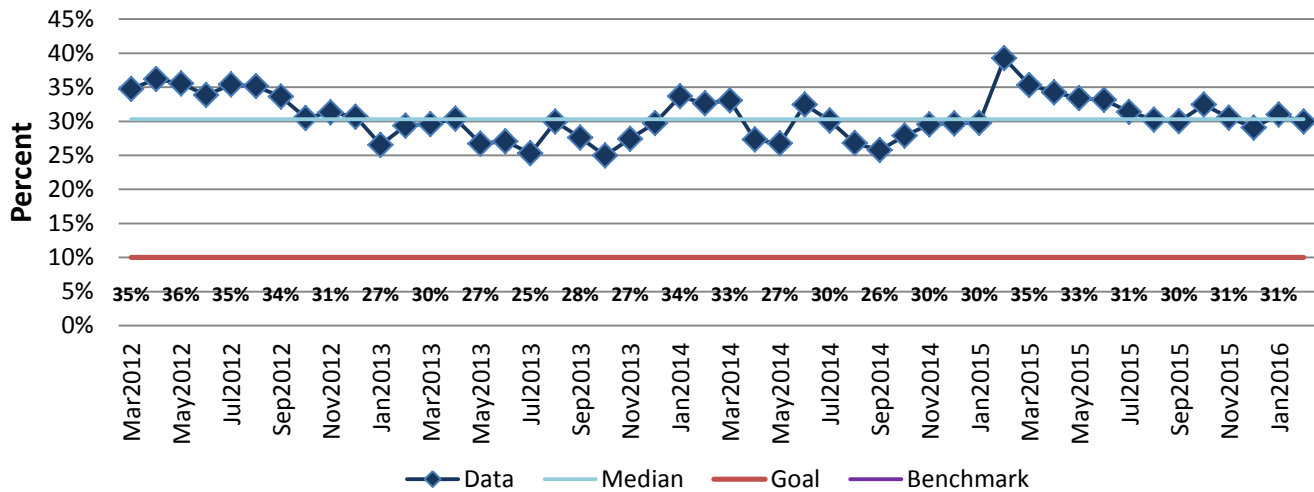


KPI Owner: Fire Department Chief of Staff

Process: Fire Response

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY 14 avg. = 33.7%		Data Source: Firehouse Analytics Goal Source: NFPA 1710 Benchmark Source: NFPA 1710	Plan-Do-Check-Act Step 3: Determine and quantify root causes		
Goal: First responding units are late (>300 sec) to no more than 10% of incidents.			Measurement Method: Percentage of incidents in which the first responding unit took more than 300 seconds to arrive.		
Benchmark: 90% within 300 seconds			Why Measure: To assure citizens of a timely response to emergencies Next Improvement Step: 1. Assure proper measuring 2. Educate Suppression members on proper response techniques		
How Are We Doing?					
Mar2015-Feb2016 12 Month Goal	Mar2015-Feb2016 12 Month Actual		Feb2016 Goal	Feb2016 Actual	
10%	32%		10%	30%	
Percent	Percent		Percent	Percent	

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Nov2015-Feb2016 Defect Breakdown

